

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

SENIOR COMPUTER SUPPORT SPECIALIST

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Senior Computer Support Specialist is the second level in a four level IT Specialist series. Incumbents are responsible for providing advanced technical support to an assigned information technology area with a focus on desktop systems. Depending upon specialized area of assignment, responsibilities are focused on evaluating hardware, software, and/or computerized automated system requirements to meet business needs.

The Senior Computer Support Specialist is distinguished from the Computer Support Specialist by the assignment of responsibility for performing journey level information technology support activities. The Senior Computer Support Specialist is distinguished from the Network System Specialist, which is responsible for performing network support activities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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|----|--|-------------------|
| 1. | May serve as a lead worker to other employees, which includes: prioritizing and assigning work; determining completion of work; and, training staff on work methods. | Varies
0 – 10% |
| 2. | Assists in coordinating and implementing projects that meet City needs, including participating in gathering user requirements, ensuring technology equipment is received within acceptable timeframes and coordinating multiple resources. | Daily
25% |
| 3. | Provides journey level technical support and troubleshooting in support of maintaining computer and basic network operations; assesses malfunctions of desktop systems, hardware, software, and communications applications and takes appropriate corrective action. | Daily
20% |
| 4. | Trains and assists staff on the use of hardware, software, peripheral equipment, and/or communication equipment. | Daily
10% |
| 5. | Prepares and maintains a variety of logs, records, and reports associated with daily activities and ensures proper documentation of service, maintenance, and inventory. | Daily
5% |
| 6. | Evaluates hardware, software, peripheral equipment, communication equipment, network products, and/or other applicable items for acceptability and compatibility with existing technology systems. | Weekly
10% |

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
7.	Monitors and maintains supplies, materials, and inventory; conducts extensive research on hardware, software, peripheral equipment, and communications equipment and makes recommendations on purchases.	Weekly 5%
8.	Participates in a variety of meetings in order to receive and/or convey information.	Weekly 5%
9.	Assists in developing policies, procedures, user guides, and/or other related documentation.	Monthly 5%
10.	May create and maintain desktop computer imaging, desktop or group policies.	Varies 0 – 5%
11.	Performs other duties of a similar nature or level.	As Required
12.	Assists with project management activities, which may include: serving as a lead on projects;	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Fire, PD and FAX may be responsible for:

- Monitoring GPS Mobile Data Terminal Support;
- Traveling to department sites;
- California Law Enforcement Telecommunications System (CLETS).

Positions assigned to Parks may be responsible for:

- Traveling to department sites.

Training and Experience (positions in this class typically require):

- Bachelor's Degree in Information Technology or Computer Science and two years of experience troubleshooting and diagnosing computer issues are required;

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Additional qualifying experience may be substituted for the education on a year-for-year basis.

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Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Computers, networks, software and communication systems;
- Advanced networking protocols (TCP/IP);
- Advanced hardware and software concepts and applications;
- Advanced networking protocols (TCP/IP);
- Training methods, principles and procedures;
- Advanced systems analysis and design principles, methods and practices;
- Computers and applicable software and database systems;
- Applicable operating systems.

Skills (position requirements at entry):

Skill in:

- Providing customer services
- Analyzing and designing databases
- Communicating technical information to a non-technical audience
- Using computers and applicable software applications
- Operating and maintaining applicable hardware, software, peripheral equipment, and communication equipment in assigned area of responsibility
- Monitoring and participating in the preparation and maintenance of operational reports, logs and records
- Critical thinking and decision making
- Training users on technology operations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Diagnosing and resolving technology problems in assigned area of responsibility
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

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Physical Requirements:

Positions in this class typically require: bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, and crouching.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, work space restrictions, inadequate lighting, and intense noises.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 11/2007

Reviewed by the City of Fresno

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